

Module 10

On the road to your career

Skills and language focus

- talking about jobs
- talking about office work
- talking about company structures
- filling in a CV
- making formal telephone conversations
- writing a personal profile
- using participle constructions

Scenario

You may not have given too much thought to your future career so far, but from time to time you ponder.

JUMP IN

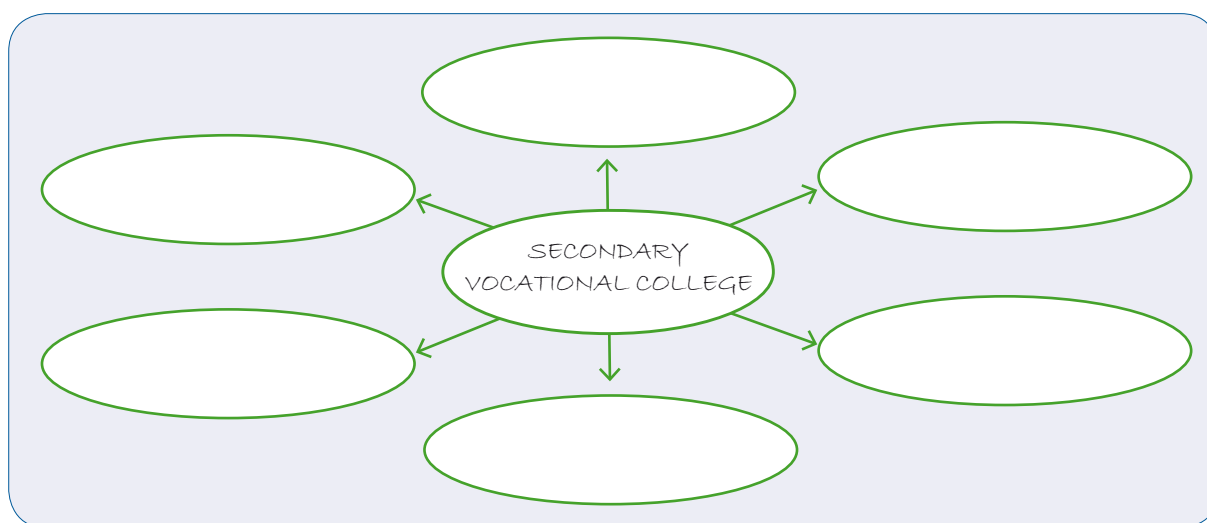
1 Each of us has had an idea of his / her dream job in the course of the years.

a List your dream jobs when

	dream jobs	reasons
you were 6		
you were 10		
you were 14		

b Tell your neighbour which jobs you were dreaming of. Give reasons why these jobs seemed so attractive to you at that time. Take turns.

www c Together with your classmate do some brainstorming which jobs you are qualified to do after secondary vocational college. You may browse the Internet if necessary. Compare your findings in class.



d Before starting to look for a special job, there are some basic facts to decide on. Filling out this questionnaire will help you.

1 Would you prefer to

- ☐ be your own boss?
- ☐ work for a global company?
- ☐ work for a small national company?

2 Would you like to

- ☐ have an office job?
- ☐ work from home?
- ☐ travel a lot on business?

3 Would you rather work

- ☐ alone?
- ☐ in teams only?
- ☐ with the same people for years?

4 Would you opt for

- ☐ a well-paid job which is not exactly your dream job?
- ☐ a challenging job with an average salary?
- ☐ a job that is rather convenient for you?

SKILLS AND LANGUAGE PRACTICE

Maybe you would like to work abroad one day. Secondary business college provides you with the necessary knowledge and skills for going international.



1 Conversations in English are a vital part in international business communication. You can do some training here.



Listen to a message on the answer phone and circle the correct answer.

1 The caller's name is

- A Karen.
- B Sonja.
- C Laura.

2 She calls because she

- A wants some information.
- B has found an applicant.
- C would like to introduce a person.

3 She asks the recipient to contact her

- A in any case.
- B after reading the application.
- C if the applicant is suitable.

4 Her mobile phone number is

- A 016538099.
- B 016358809.
- C 015638009.



Next, listen to a conversation between Sonja and an applicant. Fill in the missing words.

Jobs4You, Sonja Murray speaking.
How can I help you?

Hello, my name is Julian Karif.
 to Ms Laura Kruger, please?

for the reason of your call?

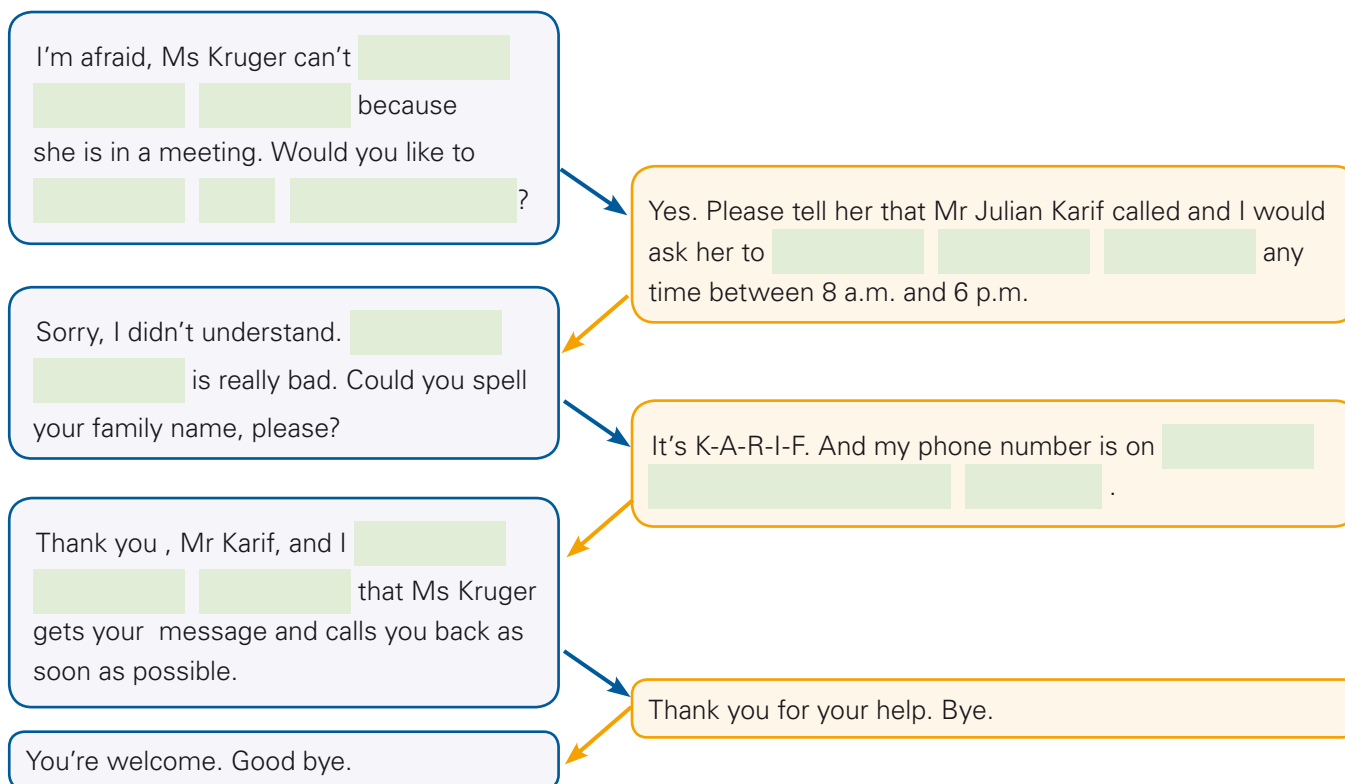
I sent my two
weeks ago and I have not received any
. So, I wanted to ask Ms Kruger if
there is any news.

Let me see if Ms Kruger
 at the moment.
One moment, please.

Sorry, the reception is not very good here.
 that please? And
could you speak more slowly, please?

Of course, I said I would try to reach
Ms Kruger. .

Thank you.



c Which phrases do you use

1 if you have not understood everything?

2 if the person talks too fast?

3 if the person who you would like to talk to is not present?

4 if you haven't got a person's name?

5 if you would like the information to be passed on to a person?

6 if the person should wait?



On the road to your career



Now it is your turn to practise a telephone conversation with a partner.

Role card A You work for the company GLOBAL

- Answer the phone.
- Say who you are.
- Ask how you can help the caller.
- Explain that the person the caller wants to talk to is not in the office.
- Ask for the caller's name again.
- Ask for the caller's contact details.
- Take down phone number.
- Take the caller's message.

Role card B

You work for the job agency JOBS4YOU.

- Say who you are.
- Say that you would like to talk to Mr Fisher.
- Spell your name.
- Give your mobile phone number.
- Give your email address.
- Leave your message:
*Information for Mr Fisher:
3 applicants for marketing department – in case Mr Fisher is interested: contact asap.*

2

Telephoning is one task of an office worker, but there are a few more.



Read the description of the duties of an office clerk. Assess which tasks you would already feel qualified and well trained for. Tick the boxes.

Job duties and tasks of an OFFICE CLERK

- 1 Do basic bookkeeping and banking transactions. ☐
- 2 Communicate with customers, employees and other individuals to answer questions, distribute or explain information, take orders and address complaints. ☐
- 3 Answer telephones, direct calls and take messages. ☐
- 4 Compile, copy, sort and file records of office activities, business transactions and other activities. ☐
- 5 Operate office machines, such as photocopiers and scanners, fax machines, voice mail systems and personal computers. ☐
- 6 Maintain and update filing, inventory, mailing and database systems, either manually or using a computer. ☐
- 7 Open, sort and route incoming mail, answer correspondence and prepare outgoing mail. ☐
- 8 Review files, records, and other documents to obtain information to respond to requests. ☐
- 9 Deliver messages and run errands. ☐
- 10 Manage calendars and arrange appointments. ☐
- 11 Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers. ☐
- 12 Train other staff members to perform work activities, such as using computer applications. ☐
- 13 Prepare meeting agendas, attend meetings and record and write the minutes. ☐
- 14 Make travel arrangements for office personnel. ☐

b

Discuss with your neighbour which duties and tasks you would enjoy or wouldn't enjoy doing. Give reasons for your answers.